

05/30/01
jc860 U.S. PTO

Attorney Docket No: SIEB017/01US

PATENT

Box Patent Application
Commissioner for Patents
Washington, D.C. 20231

UTILITY PATENT APPLICATION TRANSMITTAL

Transmitted herewith for filing is a U.S. Non-Provisional Utility Patent Application entitled:

SMART SCRIPTING CALL CENTERS

U.S. PTO
09/866878
05/30/01

including:

- ☒ (44) pages of description (before the claims);
- ☒ (4) pages of claims ((22) total claims; (2) independent claims);
- ☒ One (1) Sheet of Abstract;
- ☒ (10) sheets of formal drawings including Figures 1-10; and
- ☒ Preliminary Amendment.

- ☒ This application is being filed without a filing fee. Issuance of a Notice to File Missing Parts of Application is respectfully requested.

Please direct all correspondence concerning this application to:

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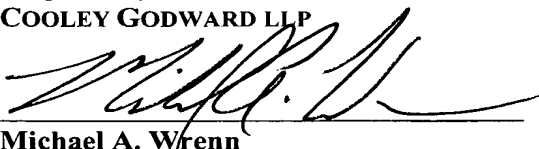
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Dated: May 30, 2001

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Respectfully submitted,
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